



Advisory Committee on International Postal and Delivery Services

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I. Nairobi Postal Strategy – Overview

Vision				
“The Postal Sector – an essential component of the global economy”				
Mission				
The mission of the UPU is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world by: (see Preamble to the Constitution)				
Strategic direction				
The global strategy is to be implemented in line with national and regional policies and regulations and the subsidiarity principle				
Objective 1	Objective 2	Objective 3	Objective 4	I n t e r c o n n e c t i o n
Improving the interoperability, quality and efficiency of the three-dimensional postal network in order to keep the sector relevant to market and customer needs	Stimulating a universal postal service adapted to the social, economic and technological environment	Promoting sustainable development of the postal sector and its economy	Fostering the growth of the postal market(s) and services	
Programmes				
1.1 Enhancing quality of service and efficiency of the postal network	2.1 Stimulating the provision of a quality, affordable and innovative universal postal service adapted to technological changes	3.1 Improving remuneration systems between postal operators	4.1 Providing market and sectoral research and responding to customer needs	
1.2 Increasing postal integrity, reliability and security	2.2 Developing universal postal service regulation and criteria	3.2 Developing statistical and analytical/cost accounting procedures	4.2 Modernizing and diversifying postal products and services	D e v e l o p m e n t
1.3 Improving the customer experience by developing the interoperability and interconnection of national postal networks by means of adequate standards and procedures	2.3 Ensuring that options for financing the universal postal service are developed and understood	3.3 Strengthening reform of the postal sector and the UPU	4.3 Stimulating market growth through the use of new technologies	
1.4 Stimulating the use of ICTs to improve the development of the postal networks	2.4 Improving access to universal postal service	3.4 Promoting environmental protection and sustainable development, including the social dimensions	4.4 Fostering cooperation and interaction among all postal sector players	G o v e r n a n c e
	2.5 Understanding the economic and social benefits of a sustainable universal postal service	3.5 Increasing awareness of the role of the postal sector in the information society		
Physical		Electronic	Financial	
Global strategy implemented regionally				
Supported by the Programme and Budgets 2009/2010 and 2011/2012				